

**TRANSIT SURVEYOR****Class Definition**

Under supervision, performs a variety of passenger and vehicle counts and surveys; and public assistance and accounting clerical activities.

**Distinguishing Characteristics**

Transit Surveyor is a specialized accounting clerical class assigned to the Transit Division of the Transportation Department. Incumbents perform a variety of tasks related to the collection, compilation and maintenance of general transit information and data. This class differs from Account Clerk I in that incumbents of that class perform entry level clerical accounting duties involving the processing and maintenance of financial and statistical records, including the areas of accounts payable and accounts receivable.

**Typical Tasks**

(This list is neither inclusive nor exclusive. Consequently, this information may not reflect Essential Functions for this class.)

Collects and compiles transit information and data; conducts surveys; maintains records on operational and administrative activities.

Records and enters operating information and data into computer files.

Presents passenger information to citizen groups, individuals, and businesses related to transit schedules, services, and routes.

Receives and responds to customer inquiries concerning routes, schedules, and general information related to transit system operations.

Assists customers with completing various forms necessary for participation in transit system programs and services.

Performs a variety of general clerical duties including typing, filing and gathering information.

Performs related duties as required.

**Knowledge, Abilities and Skills**

Knowledge of proper public and telephone contact practices.

Knowledge of modern office practices and procedures, including filing systems.

Knowledge of basic mathematical principles and procedures.

Ability to respond tactfully and effectively to public inquiries, complaints, and requests for service.

Ability to learn to operate a personal computer and other office equipment.

Ability to maintain accurate records, files and other documents.

Ability to compile, organize and prepare information and data into clear, concise, and comprehensive written materials.

Ability to explain schedules, routes, and general passenger information to instruct the public about transit system operations.

Ability to interpret City policies, regulations and procedures applicable to the Transit Division.

Ability to speak clearly and concisely.

*Minimum Qualifications*

One year of general office experience performing accounting clerical or public contact duties.

*Special Requirement*

Possession of a valid California Driver's License may be required.

APPROVED: \_\_\_\_\_  
Director

DATE: \_\_\_\_\_